

MRDDA Contract Administration

Policy and Procedure Number: CA106	Title: Resolving Issues and Disputes
Effective Date: April 18, 2003	Revision Number: 0.0
Approvals: Bureau Chief of Contract Administration, Bureau Chief of Program Integrity, and OCP	Page 1 of 1

1.0 Policy

Resolution of issues and disputes with providers shall be managed according to the procedures prescribed in this document. Invoice issues shall be resolved within twenty (20) calendar days. Issues concerning services provided or provider performance shall be resolved within seventeen (17) business days. Types of issues and disputes include invoice issues or misunderstandings over the services to be provided (interpretation of contract terms and conditions).

Protests over contract awards and formal disputes are managed by the Office of Contracts and Procurement (OCP) and are not covered in this policy and procedure.

2.0 Scope

The scope of this document is to establish the procedures for managing issues or disputes with providers. This Resolving Issues and Disputes process involves the Bureau Chief of Contract Administration, Services Management Specialists, Community Based Resource Specialists, Contract Administration Clerk, Case Managers and the Office of Contracts and Procurement (OCP).

Definitions

“Issues” are defined as those concerns that can be directly resolved between the Services Management Specialist and the provider.
“Disputes” are defined as those concerns that cannot be directly resolved between the Services Management Specialist and the provider.

3.0 Procedures:

3.1 Invoicing Issues

- 3.1.1 Upon identification of an issue with a provider invoice, the Services Management Specialist prepares written documentation of the items in question. This document shall be completed within two (2) calendar days and shall be sent to the Bureau Chief of Contract Administration for review and approval.

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- 3.1.2 Within two (2) calendar days, the Bureau Chief of Contract Administration reviews and approves or disapproves the documented provider invoice issue and returns to the Services Management Specialist for distribution to the provider within two (2) calendar days.
 - 3.1.2.1 If the Services Management Specialist is returning the invoice to the provider, he/she shall notify Accounts Payable that the invoice is being returned. (Within one (1) calendar day.)
 - 3.1.2.2 Accounts Payable shall stop the tracking of the 30 day requirement to pay vendors. (Within one (1) calendar day of notification.)
- 3.1.3 The provider shall be given the opportunity to provide written explanations and backup documentation to Contract Administration, including cost and pricing data for invoice amounts, within two (2) calendar days.
- 3.1.4 Once the Services Management Specialist receives information from the provider, a certification along with a package containing the invoice, supporting documentation and documented problem resolution, if any, shall be prepared and sent to the Bureau Chief of Contract Administration for signature within two (2) calendar days.
 - 3.1.4.1 Within one (1) calendar day of receipt of provider response to returned invoices, the Services Management Specialist shall notify Accounts Payable to restart the tracking of the 30 day requirement to pay vendors.
 - 3.1.4.2 Accounts Payable shall restart the tracking of the 30 day requirement to pay vendors within one (1) calendar day.
- 3.1.5 If approved, the Bureau Chief of Contract Administration shall sign the certification within two (2) calendar days and send it to the Contract Administration Clerk.
 - 3.1.5.1 If not approved, the Bureau Chief of Contract Administration and the Services Management Specialist

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shall meet with the provider within three (3) calendar days to resolve the issue prior to signing the certification.

3.1.6 The Contract Administration Clerk shall log out the invoice, make copies of the documentation and within one (1) calendar day send the certification and invoice to Accounts Payable for processing and payment.

3.1.7 Accounts Payable shall then process the payment to the provider.

Note: See Contract Administration Policy and Procedure Number CA102, "Process to Take Action on MRDDA Provider Invoices," for further details.

3.2 Issues concerning services provided or provider performance (interpretation of contract terms and conditions):

3.2.1 Within three (3) business days of identification, the Case Manager shall notify the Community Based Resource Specialist with detailed, supporting information that the provider is not in compliance with contract terms and conditions.

3.2.2 The Community Based Resource Specialist shall attempt to resolve the non-compliance with the provider. If successful, the Community Based Resource Specialist shall document the resolution and shall provide a copy to the Case Manager and Services Management Specialist. If unsuccessful, written documentation is prepared that cites the specific contract violations and the documentation is then sent to the Services Management Specialist within three (3) business days of notice.

3.2.3 The Services Management Specialist verifies and documents the non-compliance with recommendations in a memorandum to the Bureau Chief of Contract Administration within three (3) business days of notice.

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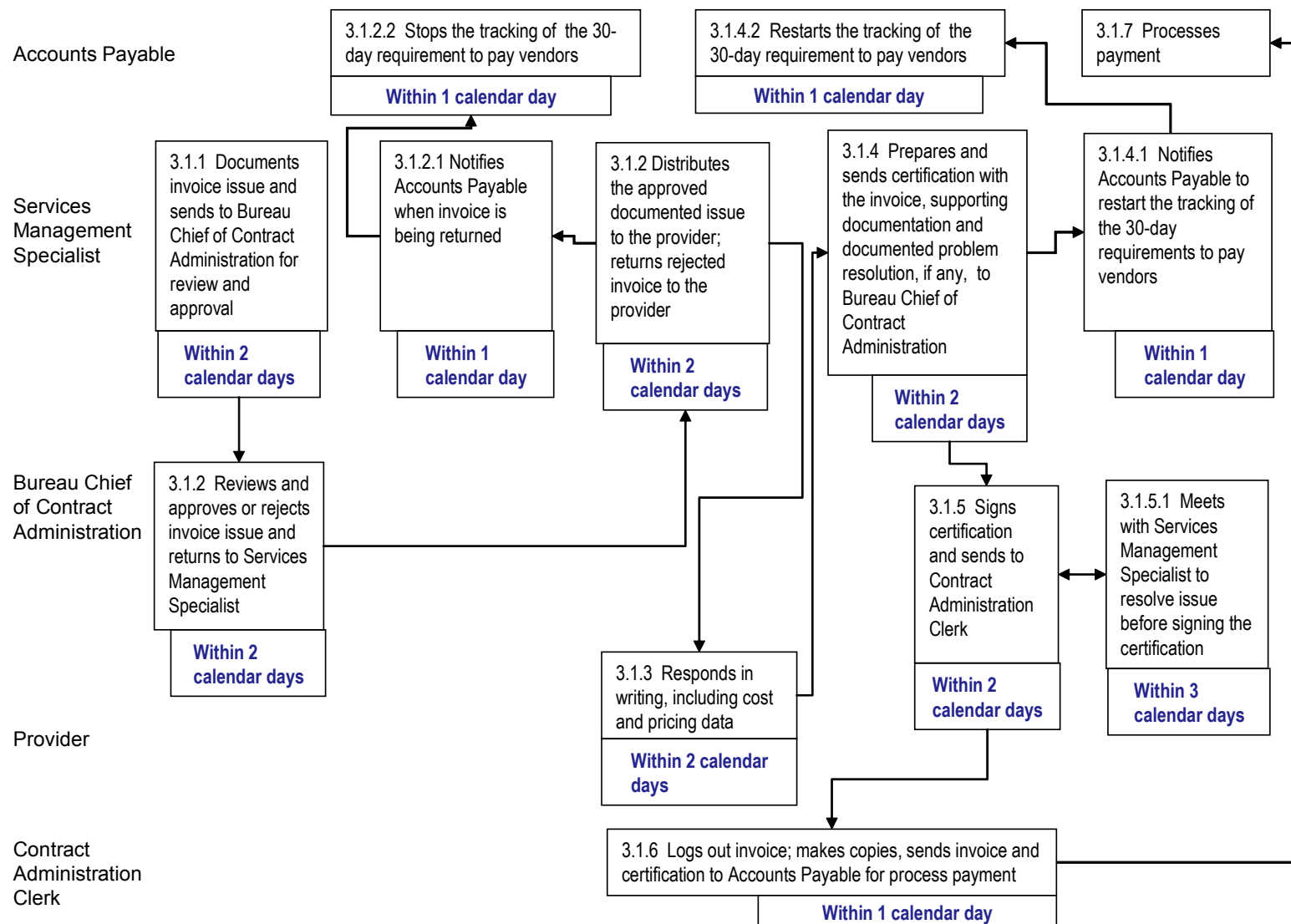
- 3.2.4 The Bureau Chief of Contract Administration shall review the information and shall determine if further action by the Community Based Resource Specialist or Services Management Specialist can resolve the non-compliance. If it is determined that the issue cannot be resolved through further Community Based Resource Specialist or Services Management Specialist action, the Bureau Chief of Contract Administration shall prepare a Statement of Fact containing two (2) sections (one section stating findings and the second stating recommendations) and shall transmit to the OCP within three (3) business days for action.
- 3.2.5 Within three (3) business days, the OCP shall meet with the Bureau Chief of Contract Administration and provider to resolve the issue.
- 3.2.6 The OCP shall make a final written determination as to the contractual issues and notify the provider and Bureau Chief of Contract Administration within two (2) business days of meeting with the provider.

4.0 Process Flow

The attached process flow chart indicates the above steps, the roles and responsibilities of the parties, the expected outcome, and the number of days allocated to each step in the process.

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